REMARKS

In response to the Office Action mailed June 21, 2004, Applicants respectfully submit this amendment and response under 37 CFR § 1.114 and request reconsideration based on the above claim amendments and the following remarks. Applicants respectfully submit that the amendments and remarks contained herein place the instant application in condition for allowance.

In the Office Action, Claims 1-2, 4-11, 13-18, 20-24, 26-28 and 30-39 were rejected under 35 U.S.C. § 102(b) as being anticipated by U.S. Patent No. 5,572,583 to Wheeler, Jr. et al. Claims 3 and 12 were rejected under 35 U.S.C. § 103(a) as being unpatentable over U.S. Patent No. 5, 572,583 to Wheeler, Jr. et al. in view of U.S. Patent No. 5,566,235 to Hetz. Claims 19, 25 and 29 were rejected under 35 U.S.C. § 103(a) as being unpatentable over U.S. Patent No. 5,572,583 to Wheeler, Jr. et al. in view of U.S. Patent No. 6,459,780 to Wurster et al. Applicants traverse the rejections as follows.

Applicants have herein amended claim 1 to recite, "[a] network for providing first, second and third telecommunications services with automatic speech recognition to a telecommunications user . . ." Amended claim 1 also recites, "detecting a third trigger specific to the third telecommunications service in response to a third communication from the telecommunications device; and routing the third communication to an operator services system in response to the detection of the third trigger," among other limitations.

Applicants submit Wheeler does not anticipate that amended claim 1 because Wheeler fails to disclose all of the elements recited in amended claim 1. *See* MPEP § 2131 ("A claim is anticipated only if each and every element as set forth in the claim is found, either expressly or inherently described, in a single prior art reference.") Applicants submit that Wheeler fails to disclose any aspects of an operator services system as recited in amended Claim

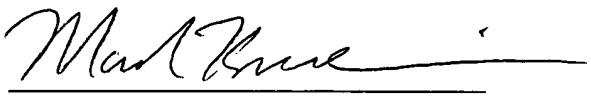
1. Therefore, Applicants submit that claim 1 and claims 2-9, which depend directly or indirectly from amended claim 1, are patentable.

Applicants submit that independent claims 10, 22, 28 and 35 have been amended to contain limitations similar to those of amended claim 1. Therefore, Applicants submit that amended claims 10, 22, 28 and 35 and dependent claims 11-21, 23-27, 29-34 and 36-39 that depend directly or indirectly therefrom are patentable for reasons similar to those discussed above with respect to claim 1.

CONCLUSION

Applicants respectfully request a Notice of Allowance for the pending claims in the present application. If the Examiner is of the opinion that the present application is in condition for disposition other than allowance, the Examiner is respectfully requested to contact the undersigned at the telephone number listed below in order that the Examiner's concerns may be expeditiously addressed.

Respectfully submitted,



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